

**Practitioner's Docket No. 1264**

## PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: Bryce A. Jones Confirmation No.: 1039  
Application No.: 09/477,991 Group No.: 2457  
Filed: January 5, 2000 Examiner: Barbara N. Burgess  
For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A WEB  
CALL CENTER

**Mail Stop: Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450**

## RESPONSE TO OFFICE ACTION

In response to the Office action dated August 4, 2010 (hereinafter “Office action”), please enter the present response and consider the following remarks.